



MECKLENBURG COUNTY IS SEEKING AN ECONOMIC SERVICES DIVISION DIRECTOR

CANDIDATE PROFILE

Mecklenburg County is home to approximately 1,000,000 residents and the City of Charlotte. With 6.9 million residents within 100 miles, Mecklenburg County and Charlotte lie in the heart of a region that is the sixth largest urban area in the United States. Mecklenburg County has the largest population of any county in the State of North Carolina. The County includes the City of Charlotte; the towns of Cornelius, Davidson, and Huntersville (north of Charlotte); and the towns of Matthews, Mint Hill, and Pineville (south and southeast of Charlotte).

Mecklenburg County is the most populous county between Atlanta, Georgia and Washington, D.C. In fact, between 2005 and 2015, the metropolitan region's population growth rate averaged 2.6 percent. Over the last decade, Mecklenburg County has attracted a large and growing number of people from around the country and the world. As a major hub for American

Airlines – one of the country's largest airlines – it is easy to get to Mecklenburg County. This access has helped attract several Fortune 500 and 1000 companies that bring millions of investment dollars into the local economy. With a world-renowned park and recreation system, a range of professional and minor league sports teams, and diverse communities, people who come to Mecklenburg County find an energized downtown and a variety of living options.

The North Carolina Constitution gives residents of all counties the right to elect a Board of County Commissioners (BOCC). Since 1994, Mecklenburg County has been governed by a nine-member BOCC with six members elected by districts and three elected at-large. The BOCC appoints a County Manager who is the CEO of the organization. For more information about Mecklenburg County, please visit the County website at MeckNC.gov.

BOARD OF COUNTY COMMISSIONERS' VISION:

The Mecklenburg BOCC's vision for the community can be summed up as: **"Mecklenburg County will be a community of pride and choice for people to LIVE, LEARN, WORK, and RECREATE."** To carry out this vision, County services are provided to meet the community's priorities, as defined by the BOCC, and funded through property taxes, local sales taxes, fees, and other sources. The Board's primary responsibilities are to adopt an annual budget, set a property tax rate, and establish priorities to address the County's needs, especially in the areas of health, education, welfare, and mental health. The Board's priorities are carried out by a staff of over 5,000 employees led by the County Manager who is appointed by, and reports to, the Board and functions as the CEO of the County. There are four Assistant County Managers that report to the County Manager

ABOUT THE DEPARTMENT OF SOCIAL SERVICES

MISSION: We strengthen families and communities through a safety-net of services, collaborations, and hope.

The programs and services provided by the Mecklenburg County Department of Social Services (DSS) are funded through federal, state and county revenues, in addition to grants and other donations to meet the community's priorities, as defined by the Board of County Commissioners. In keeping with these priorities as a department we aspire to the following values:

- Respect and Trust
- Do the Right Thing
- Strive for Excellence
- Service with Compassion

The department is comprised of four divisions which include:

- Community Outreach Division
- Services for Adults Division
- Economic Services Division
- Youth and Family Services Division

The Department of Social Services is committed to enhancing the collaboration with other departments and agencies to integrate service delivery through a targeted, deliberate and intentional approach, thereby enabling customers to receive additional support to further improve their quality of life.

THE ECONOMIC SERVICES DIVISION

The Mecklenburg County Department of Social Services' Economic Services Division (ESD) administers the public assistance programs outlined below and other services for families and children to promote self-sufficiency for eligible residents.

Food and Nutrition Services (Food Stamps)

Provides help with buying food to households with limited sources of income and resources. Food and Nutrition Service benefits are placed in an Electronic Benefit Transfer (EBT) account each month and used much like a credit or debit card to buy food at USDA authorized grocery stores.

Work First Family Assistance/ Temporary Assistance to Needy Families (TANF)

Provides cash assistance to families with minor children through age 17. Families must meet income, citizenship, and resources rules to qualify

Adult Medicaid

Helps pay for medical expenses, in-home assistance for personal care, group home care, and nursing home care for eligible older adults and adults with disabilities.

Families and Children Medicaid and North Carolina Health Choice Programs

Provides help with medical bills such as doctor fees, prescription drugs, and hospital charges. Program eligibility depends on monthly income and resources available.



THE DIVISION DIRECTOR'S POSITION

The Economic Services Director will lead the Economic Services Division (ESD) which employs approximately 646 employees and has fiscal oversight of an approximately \$75 million budget. The ESD Director reports to the Deputy Director of Adult and Economic Services and delivers overall management of the day-to-day operations of the division. The incumbent provides leadership in assigned organizational and program initiatives as well as guidance and direction to the ESD Management team which the incumbent directly supervises along with other assigned support staff.

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES

The ideal candidate will possess high level of competence in developing and using collaborative relationships to facilitate the accomplishment of work goals; focusing and guiding others in accomplishing work objectives; obtaining information and identifying key issues and relationships relevant to achieving a long-range goal or vision. The incumbent will also possess a strong commitment to a course of action to accomplish goals after developing alternatives based on logical assumptions, facts, available resources, constraints, and organizational values while keeping the organization's vision and values at the forefront of decision making and action.

- Expert knowledge of Economic Services programs and the NC Fast database
- Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Laws, legal codes, court procedures, precedents, government regulations, and agency rules, and the political climate.
- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Developing and using collaborative relationships to facilitate the accomplishment of work goals.
- Focusing and guiding others in accomplishing work objectives.
- Obtaining information and identifying key issues and relationships relevant to achieving a long-range goal or vision; committing to a course of action to accomplish a long-range goal or vision after developing alternatives based on logical assumptions, facts, available resources, constraints, and organizational values.

- Presenting ideas effectively to individuals or groups when given time to prepare; delivering presentations suited to the characteristics and needs of the audience.
- Keeping the organization's vision and values at the forefront of associate decision making and action.



REQUIREMENTS

Experience: Four years of progressively responsible management experience directly related to the area assigned.

Education: Bachelor's Degree in a related field.
Equivalent Experience for Education Accepted? Yes

Licenses and Certifications: Valid NC or SC driver's license and the ability to obtain and maintain a County Operator Permit

COMPENSATION & BENEFITS

A competitive salary based on experience will be offered for the Economic Services Division Director position with generous benefits. Benefits include medical, dental, vision care, flexible spending accounts, short- and long-term disability as well as basic and supplemental term life insurance. The selected candidate will be automatically enrolled into the North Carolina Local Government Retirement System upon their employment. In addition, there is optional participation in one of two deferred compensation plans, a 457 Plan or 401(k) Plan, with a 5% match from the County.



APPLICATION & SELECTION PROCESS



Qualified candidates please submit your resume online by December 30, 2017, by visiting our website <https://www.mecknc.gov/HR/Pages/Home.aspx>. Resumes will be screened on the basis of the criteria outlined in this brochure.

For more information, please contact:

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Mecklenburg County Is an Equal Opportunity Employer and Values Diversity At All Levels Of Its Workforce.

Visit the Mecklenburg County's web site at:
MecklenburgCountyNC.gov

